



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Verizon North Inc.
for Filing Period 10/1/2008 to 12/31/2008
Tracking Number 2584

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.35	2.67	3.99	3.67
B. Operator Answer Time - Information Section 730.510(a)(1)	5.44	5.84	4.71	5.33
C. Repair Office Answer Time Section 730.510(b)(1)	18.74	15.36	42.51	25.54
D. Business or Customer Service Answer Time Section 730.510(b)(1)	61.40 *	78.73 *	100.69 *	80.27 *
E. Percent of Service Installations Section 730.540(a)	90.17 %	98.12 %	95.34 %	94.02 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	97.08 %	94.86% *	97.74 %	95.70 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.90	0.65	0.90	0.82
H. Percent Repeat Trouble Reports Section 730.545(c)	17.96 %	14.29 %	13.06 %	15.10 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.39 %	4.54 %	5.17 %	5.36 %
J. Missed Repair Appointments Section 730.545(h)	73	41	86	67
K. Missed Installation Appointments Section 730.540(d)	67	16	43	42

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$4,023.77	\$1,279.20	\$2,567.71	\$7,870.68
B. Number of credits issued for repairs - 24-48 hours	262	235	153	650
C. Number of credits issued for repairs - 48-72 hours	19	31	17	67
D. Number of credits issued for repairs - 72-96 hours	19	8	6	33
E. Number of credits issued for repairs - 96-120 hours	32	2	12	46
F. Number of credits issued for repairs > 120 hours	18	1	11	30
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	612	230	2256	3098
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$11,773.62	\$2,374.22	\$2,725.62	\$16,873.00
B. Number of installations after 5 business days	450	97	206	753
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	110	6	8	124
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	588	269	330	1187
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$6,836.50	\$2,811.00	\$6,300.00	\$15,947.50
B. Number of customers receiving credits	140	57	129	326
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	16	12	10	38